



Case Study

Sector: Popular Restaurant Chain

High-SLA Delivery Across a Planned & Reactive Multi-Site Estate

Summary

This was a real test of reliability: balancing planned compliance with fast reactive response - across dozens of locations, every month.

Through focused delivery, tight communications systems, and data-led scheduling, we delivered not just high SLA scores - but day-to-day confidence for the client team.

Sites:	UK-wide portfolio with mixed usage and PPM schedules
Scope:	Drainage, plumbing, and grease trap management
Duration:	2023-2025

The Challenge

This portfolio required an agile, service-led contractor capable of balancing auto-scheduled PPMs with high-volume reactive callouts - all while meeting strict compliance SLAs and avoiding disruption to trading environments.

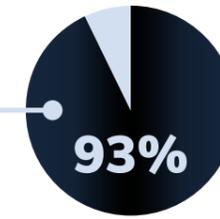
The estate included varied asset types and multiple risk profiles, demanding technical expertise, tight coordination, and a visible track record of attendance and task completion.



Performance Outcomes

Attendance SLA Performance

Consistently above **93%** - including high-pressure reactive sites



Attendance tracked and improved via PPM sequencing and call triage



Completion SLA Performance

Consistently exceptional completion rates - above **98%** every year



Our Response

Leading Environmental Solutions deployed a specialist delivery model designed for consistency, speed, and visibility:



Auto-PPM integration with centralised tracking



Live job status updates and SLA flagging



Trained Engineers covering drainage, grease, plumbing and heating



Coordination team with full escalation and client communication oversight



Prioritised response for EHO/Food Safety-related jobs

Results That Matter



Ultra-high SLA performance maintained



Balanced delivery model managing both PPM compliance and reactive uptime



Client protected from EHO, Fire Officer, and downtime risk through structured response systems



Consistent reporting, zero chasing, and full transparency - from job booking to resolution

Task Breakdown

By Work Type

Auto-Scheduled PPMs / Reactive Jobs / Quoted Works / EHO / Fire Officer Actions

Reactive Jobs made up **42.17%** of the tasks completed

By Task Type

Drainage / Drainage PPM / Grease Management PPM / Plumbing / Heating / Air Conditioning





24/7 Drainage & Facility Management Solutions Across the UK

Our Services



Drainage Services

Emergency unblocking, CCTV drain surveys, relining & repair.



Tanker & Waste Services

Flood water removal, septic tank emptying, interceptor cleaning.



Specialist Support

Plumbing, grease management, confined space entry.



Gas Safety & Compliance

CP12 inspections, appliance testing, repairs.



Leak Detection

Acoustic, thermal, tracer gas & CCTV inspections.



Small Building Works

Manhole repairs, floor reinstatement, fridge seal replacements.

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